

LVN 2.0 FAQ PART 1

1. HOW CAN I CALL OUT TO A SITE THAT IS NOT A PART OF THE LVN (FOR EXAMPLE, A MUSEUM OR A UNIVERSITY POLYCOM)?

- **If you have an IP address for the remote site, simply type that address into the Polycom call screen and press the call button.** But note: the remote site must find out from their videoconference administrator what IP address to use. Just using the IP address of the remote site's firewall or router, for example, won't necessarily work.
- **If you have an Internet URL for the remote site's videoconference terminal** (for example, lobby.austin.polycom.com), **once again simply type it into the call screen and press the call button.** As in the previous example, you must have a URL for the terminal, not simply a URL for the site's web site.
- **You can use iView to set up a meeting that includes only 2 sites: yours and the remote site. Follow the usual directions for creating a meeting in iView. On the "Invite" tab, enter the remote site's IP address in the "IP(H.323)" box, and click the "Add" button. Finish the meeting scheduling session as you normally would.**
- **Finally, some remote sites have specific instructions for dialing in, just as the LVN does** (see below). In that case, of course, the remote site administrator will tell you how to dial in.

2. HOW CAN A REMOTE SITE CALL US? CAN THEY JUST USE OUR IP ADDRESS?

There are two ways to dial in to an LVN site. To answer your second question first, however, **it will *not* work to simply give the remote dialer your school's external IP address.** But don't worry! It's easy for them to call you, once they know how. Here we go:

DIALING IN TO AN LVN SITE FROM OUTSIDE THE LVN, VERSION ONE

For your information: Every make of videoconference terminal has a "TCS-4" symbol. The specific symbol depends on the manufacturer. For your Polycom, the TCS-4 symbol is two pound signs: "##". For a recent Tandberg, the TCS-4 symbol is the "@" sign.

1. **The remote site dials the IP address of the LVN bridge and your LVN terminal number, separated by the TCS-4 symbol.** For example, if your LVN terminal number ("phone number") is 5999000, here are the dial strings:
 - a. From a Polycom: **159.105.0.70##5999000**
 - b. From a Tandberg: **5999000@159.105.0.70**
2. The remote site will connect directly to your Polycom*

DIALING IN TO AN LNV SITE FROM OUTSIDE THE LNV, VERSION TWO

Note: Both you and the remote site users must know how to use the “Touch Tones” (technically known as DTMF tones) on the terminal. For example, on a Polycom, press the “Option” key on the remote and choose “Touch Tones.” Then just use the number keys on the remote to enter tones.

1. Dial in to your virtual room number and stay connected
2. Follow the audio directions to enter your “moderator” PIN using Touch Tones
3. Tell the remote site to dial this IP address: **159.105.0.70**
4. The remote site will see a menu of current meetings, including your virtual room. Each meeting will have a number
5. The remote site users use Touch Tones to enter the menu number of your virtual room, followed by the pound sign
6. Your meeting is under way

3. DIALING IN, VERSION TWO, IS MORE COMPLICATED. WHY WOULD I CHOOSE TO USE THAT METHOD?

*A remote site’s network policy may not let them use the dialing format of version one.

Another reason is that version two puts you into a *multipoint meeting* (your virtual room). Even while the meeting is underway, you can invite other sites into the meeting, and the screen will automatically adjust to accommodate them. You can do this either by using your Polycom remote, or in iView.

- **Inviting by using the Polycom remote**

Using Touch Tones¹, enter ***8 [remote site address] #**

For example, if you want to invite a site whose address is 5888000, you would use Touch Tones to enter ***8 5888000 #** (There are no spaces in Touch Tones; Spaces are used here for clarity)

- **Inviting by using iView**

Log in to iView, and click on your virtual room meeting from the My Meetings page (you must log in as the owner of the virtual room that you are using). Take control of the meeting interface, and then enter the new participant’s address in the lower right hand side of the screen. Press the call button just below it to bring the new participant in

¹ To use TouchTones on your Polycom, press the Option key (above the number 2 key) and select TouchTones. You can use the number pad on the remote to send TouchTones as long as the TouchTone icon is on the screen.